CLAIMS

I claim:

1. A system comprising:

    a user;

5   a module to identify the user;

    a voice user interface to facilitate communications between the user and the system;

    a database to store contextual information pertaining to the user; and

    the system to use user-specific contextual information to dynamically change the voice user interface.

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2. The system of claim 1 wherein the user-specific contextual information comprises:

    an identity of the user; and

    a current location of the user.

15   3. The system of claim 1 wherein the user-specific contextual information comprises:

    an identity of the user; and

    a current task of the user.

4. The system of claim 1 further comprising:

20   the system to use environmental information to dynamically make changes to the voice user interface.

5. The system of claim 4 wherein the environmental information comprises channel characteristics of a communication device that the user uses to communicate between the user 25 and the system.

6. The system of claim 4 wherein the environmental information comprises audio scene information at the location of the user.

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7. The system of claim 1 further comprising:

a computer program to dynamically generate the ordered delivery of heterogeneous information to the user.

8. The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the user-specific contextual information.

9. The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon environmental information.

10. The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the sensitivity of the information being delivered to the user.

11. The system of claim 4 further comprising:

a telephony interface device capable of communicating to the user in a human voice.
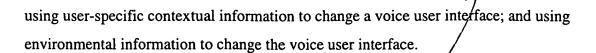
12. The system of claim 4 further comprising:

a module to generate a grammar file to enhance the ability of the system to comprehend communications between the user and the system.

13. The system of claim 4 wherein the environmental information is communicated to the system by the user.

14. The system of claim 4 wherein the environmental information is determined by the system by comparing the audio scene characteristics at the location of the user to known references and selecting the matching environmental scene.

15. A method comprising:

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using user-specific contextual information to change a voice user interface; and using

environmental information to change the voice user interface.

16. The method of claim 15 which further comprises:

    generating the ordered delivery of heterogeneous information to the user based

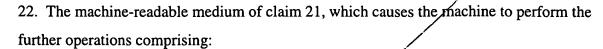   upon the user-specific contextual information.

17. The method of claim 15 which further comprises:

    generating the ordered delivery of heterogeneous information to the user based upon

    the environmental information.

18. An apparatus comprising:

    a means for using user-specific contextual information to change a voice user

    interface; and

    a means for using environmental information to change the voice user interface.

19. The apparatus of claim 18 which further comprises:

    a means for prioritizing and ordering voice content to the user based upon user-

    specific contextual information.

20. The apparatus of claim 18 which further comprises:

    a means for prioritizing and ordering the ordered delivery of heterogeneous

    information to the user based upon the environmental information.

21. A machine-readable medium that provides instructions, which when executed by a

machine, cause the machine to perform operations comprising:

    using user-specific contextual information to change a voice user interface; and

    using environmental information to change the voice user interface.

22. The machine-readable medium of claim 21, which causes the machine to perform the further operations comprising:

    prioritizing and ordering voice content delivered to the user based upon the user-specific contextual information.

23. The machine-readable medium of claim 21, which causes the machine to perform the further operations comprising:

    prioritizing and ordering the ordered delivery of heterogeneous information to the user based upon the environmental information.

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